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Name: Susanna Diaz
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Class / Subclass(es) 705/8-10

Earliest Priority Filing Date: 6/23/2000

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- FAX or send the **abstract, pertinent claims** (not all of the claims), **drawings, or chemical structures** to your EIC or branch library.

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I am looking for the concept of analyzing the efficiency/proficiency of a vehicle repair process. A vehicle is tracked throughout the repair process. A daily target time for working on the repair of a given vehicle is established. If the vehicle is not worked on for at least the time required by the daily target time, then a length of and reason for the delay is determined/identified. In other words, if vehicle A is scheduled to be painted for 5 hours on Monday and it is only in the paint shop for 3 hours (or doesn't even make it in to the paint shop at all on Monday), the delay length is calculated (i.e., the difference between actual time of repair spent on the vehicle in the paint shop and the 5 hours of planned time) and a reason for this delay is identified (e.g., the desired color of paint was not in stock or another vehicle took longer to paint than previously anticipated).

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